

Legal

[Legal information](#) / [Privacy Policy](#)

Privacy Policy

Effective starting: October 7, 2025

Your privacy matters to us. This privacy policy explains how Atlassian Pty Ltd, Atlassian US, Inc. and our corporate affiliates (“Atlassian”, “we”, “us”, “our”) collect, use, share, and protect your information when you use our products, services, websites, or otherwise interact with us (a list of Atlassian’s corporate affiliates can be found in the List of Subsidiaries section of Atlassian’s most recent Form 10-K, available under the SEC Filings tab by selecting the “Annual Filings” filter on the page located [here](#)). We offer a wide range of products, including our cloud and software products. We refer to all of these products, together with our other services and websites, as "Services" in this privacy policy.

This privacy policy also explains your choices surrounding how we use information about you, which includes how you can object to certain uses of information about you and how you can access and update certain information about you. **If you do not agree with this privacy policy, do not access or use our Services or interact with any other aspect of our business.**

For individuals in the European Economic Area, United Kingdom, or the United States: please refer to the appropriate “[Regional disclosures](#)” for additional details that may be relevant to you.

This privacy policy is intended to help you understand:

- [Information we collect](#)
- [How we use information](#)

Privacy - Terms

Legal

- [How long we keep information](#)
- [How to access and control your information](#)
- [Our policy towards children](#)
- [Regional disclosures](#)
- [Changes to our privacy policy](#)
- [How to contact us](#)

We offer additional policies tailored for specific audiences and use cases. These include:

- [Cookies & Tracking Notice](#)
- [Atlassian Careers Privacy Notice](#) – for job applicants
- [Former Workplace Privacy Notice](#) – for past employees
- [Demographic Survey Privacy Notice](#) – for voluntary survey data

This privacy policy describes Atlassian's data practices as a controller of personal information. Please note that this privacy policy does not apply to the extent that we process personal information in the role of a processor or service provider on behalf of our customers, as further specified in the [Data Processing Addendum](#) entered into with those customers. When Atlassian processes personal information on behalf of our customers (such as your employer, if applicable), the customer is the controller of the personal information processed and manages those accounts and any Service sites. In such cases, Atlassian acts as a processor or service provider on behalf of our customer and handles your information according to the instructions of that organization. We are not responsible for the privacy or security practices of our customers, which may differ from those described in this privacy policy. For more information about how an Atlassian customer uses your personal information, or to exercise the rights you may have with respect to that information, please contact that organization directly.

Privacy policy overview

- Atlassian collects information directly from you when you provide it to us, automatically when you use our Services, and from other sources including other

Legal

- How we use information depends on which Services you use, how you use them, and any preferences you have communicated to us. We use information for a range of purposes described below, including to provide the Services and personalize your experience, to develop and improve our Services, to communicate with you, to conduct marketing and promotional activities, to provide customer support, to maintain Service safety and security, to protect our interests and rights, with your consent, and to aggregate or de-identify data.
- We disclose information as described below, including to service providers, Atlassian partners, providers of third-party services, for compliance with enforcement requests and applicable laws, to enforce our terms and policies and our rights, to Atlassian affiliated companies or in connection with business transfers, as well as with your consent. Additionally, when you use the Services, we disclose certain information about you to other Service users as described in more detail below.
- Where applicable under local law, you may have certain rights or choices with respect to your personal information, including to request information about our processing of information, to request a copy of your information, to object to our use of information, to request the deletion or restriction of information, to request a disclosure of information in a portable format, or to opt out of certain disclosures of personal information and targeted advertising. See the “[How to access and control your information](#)” section for more detail on specific choices and how to exercise the rights you may have.
- In the “[Regional disclosures](#)” section, we provide additional information for individuals in the European Economic Area and United Kingdom, including information about the legal bases for processing information, international transfers, the specific rights applicable in these jurisdictions, and how to contact our EU and UK representatives. We also provide additional information for individuals in the United States, including details about information collected and disclosed in the past 12 months and specific rights available under applicable U.S. state laws.
- We provide details on how to contact us with any questions or concerns, or to exercise your rights, in the “[How to contact us](#)” section.

Information we collect

Legal

Information you provide

We collect information about you when you input it into the Services or otherwise provide it directly to us. This includes the following categories of information:

Account Information and Profile Information: We collect information when you register for an account, create or modify your profile, set preferences, sign up for or make purchases through the Services. For example, you provide contact information (e.g., name or email address) and, in some cases, billing information (e.g., billing address, email address or name), when you register for the Services. You also have options to add a display name, profile photo, job title, and other details to your profile. We also keep track of your preferences when you select settings within the Services.

You may also provide information to us when you integrate or link a third-party service with our Services. For example, if you create an account or log into the Services using your Google credentials, we receive your name and email address as permitted by your Google profile settings in order to authenticate you. The information we receive when you link or integrate our Services with a third-party service depends on the settings, permissions and privacy policy controlled by that third-party service. You should always check the privacy settings and notices in these third-party services to understand what information may be disclosed to us or shared with our Services.

Content you provide through our products: The Services include the Atlassian products you use, where we collect and store content that you post, send, receive and share. We process this content in the role of a processor or service provider on behalf of our customers; this privacy policy does not apply to that processing (see above for more information).

Content you provide through our websites: The Services also include websites owned or operated by us. We collect content that you submit to these websites, which include social media or social networking websites operated by us, our support and documentation websites, our Community Forums, and our Marketplace. For example, you provide content to us when you provide feedback, directly to us through our Services or otherwise, or when you participate in any interactive features, surveys, contests, promotions, sweepstakes, activities or events.

Legal

problem you are experiencing with a Service. Whether you designate yourself as a technical contact, open a support ticket, speak to one of our representatives directly or otherwise engage with our support team or support features, you will be asked to provide contact information, a summary or description of the problem you are experiencing, and any other documentation, screenshots or information that would be helpful in resolving the issue and/or a Support Entitlement Number (SEN).

Payment Information: We collect payment and billing information when you register for certain paid Services. For example, we ask you to designate a billing representative, including name and contact information, upon registration. You might also provide payment information, such as payment card details, which we collect via secure payment processing services.

Information we collect automatically

We automatically collect information about you when you use our Services, including browsing our websites and taking certain actions within the Services. Information may also be collected about how you interact with and use features in our software products. This includes the following categories of information:

Your use of the Services: We collect information about your use, operation, and interaction with any of our Services, including when you connect third party services to or use those services with ours. This information includes, for example, the features you use, the actions you perform, the links you click on; the type, size and filenames of attachments you upload to the Services; search terms; the number of words in a Jira ticket or @ mentions in a comment; the type of Loom videos you created and the number of views on your videos; and how you interact with others on the Services. We also collect information about the teams and people you work with and how you work with them, like who you collaborate with and communicate with most frequently. Administrators may enable our collection of this information from software products.

Device and Connection Information: We collect information about your computer, phone, tablet, or other devices you use to access the Services. This device information includes your connection type and settings when you install, access, update, or use our Services. We also collect information through your device about your operating system, browser type, IP address, URLs of referring/exit pages, device identifiers, and diagnostic and crash data. We use your IP address and/or country preference to approximate your location to provide you

Legal

Cookies and Other Tracking Technologies: Atlassian and our third-party partners, such as our advertising and analytics partners, use cookies and other tracking technologies (e.g., web beacons, device identifiers and pixels) to provide functionality, to recognize you across different Services and devices, or to demonstrate that certain content was viewed or clicked. For more information, please see our [Cookies & Tracking Notice](#), which includes information on how to control or opt out of these cookies and tracking technologies.

Information from other sources

We also receive information about you from other Service users, our related companies, our business and channel partners, and third-party providers, including from social media platforms and public databases. We may combine this information with information we collect through other means described above. This helps us, for example, to update and improve our records, provide and improve our Services, identify new customers, create more personalized advertising, and suggest services that may be of interest to you. This includes information collected from the following sources:

Other users of the Services: We receive your email address from other Service users when they provide it in order to invite you to the Services. Similarly, an administrator may provide your contact information when they designate you as the billing or technical contact on your company's account or when they designate you as an administrator.

Atlassian Companies: We receive information about you from other Atlassian corporate affiliates, in accordance with their terms and policies.

Atlassian Partners: We work with a [global network of partners](#) who provide consulting, implementation, training and other services around our products. Some of these partners also help us to market and promote our Services, generate leads for us, and resell our Services. We receive information about you and your activities on and off the Services from these partners, such as billing information, billing and technical contact information, company name, what Atlassian Services you have purchased or may be interested in, evaluation information you have provided, what events you have attended, what country you are in, and information about your interest in and engagement with our Services and online advertisements.

Legal

platforms), including physical mail addresses, job titles, email addresses, phone numbers, intent data (or user behavior data), IP addresses and social media profiles.

How we use information

How we use the information we collect depends on which Services you use, how you use them, and any preferences you have communicated to us. We use information for the following purposes:

To provide the Services and personalize your experience: We use information about you to provide the Services to you, including to process transactions, authenticate you when you log in, provide customer support, and operate, maintain, and improve the Services. We may use your email domain to infer your affiliation with a particular organization or industry to personalize the content and experience you receive on our websites. Based on your interactions with different Atlassian products, third-party services you link or install, and advertisements, we will personalize your experience and tailor our communications, recommendations and offers to you.

To develop and improve our Services: We are always looking for ways to make our Services smarter, faster, secure, integrated, and useful. We use information and collective learnings (including feedback) about how people use our Services to troubleshoot, to identify trends, usage, activity patterns and areas for integration, to improve our Services and to develop new products, features and technologies that benefit our users and the public. For example, to improve the @mention feature, we automatically analyze recent interactions among users and how often they @mention one another to surface the most relevant connections for users, or we might analyze Marketplace search terms to improve the accuracy and relevance of suggested apps returned when you use the search feature. In some cases, we apply these learnings across our Services to improve and develop similar features, to better integrate the Services you use, or to provide you with insights based on how others use our Services. We also test and analyze certain new features with some users before rolling the feature out to all users.

To communicate with you about the Services: We use your contact information to send transactional communications via email and within the Services, including confirming your purchases, reminding you of subscription expirations, responding to your comments, questions and requests, and providing customer support. We also provide tailored

Legal

communication itself or in your account settings.

To conduct marketing and promotional activities: We use information about you and how you use the Services for analysis, research and communications relating to marketing (including targeted advertising of products that may interest you), promotional activities, and business development. We may use your contact information and information about how you use the Services to send promotional communications that may be of specific interest to you, including by email and by displaying Atlassian ads on other companies' websites and applications. These communications may be informed by, for example, your interactions (like counting ad impressions), and are aimed at driving engagement and maximizing what you get out of the Services, including information about new features, survey requests, newsletters, and events we think may be of interest to you. We also communicate with you about new Services, product offers, promotions, and contests. You can control whether you receive these communications as described below at "[How to access and control your information](#)" under "Opt-out of communications."

To provide customer support: We use your information to resolve technical issues you encounter, to respond to your requests for assistance, to analyze crash information, and to repair and improve the Services, including for development, training, or fine-tuning of machine learning and artificial intelligence models. We may also use generative artificial intelligence in responding to your support related requests. Where you give us express permission to do so, we may disclose information to a third-party expert for the purpose of responding to support-related requests.

To maintain Service safety and security: We use information about you and your use of the Services to verify accounts and activity, to detect, prevent, and respond to potential or actual security incidents, and to monitor and protect against other malicious, deceptive, fraudulent, illegal or inappropriate activity, including violations of Service policies. Detection and response may leverage generative artificial intelligence or machine learning tools.

To protect our legitimate business interests and legal rights: Where required by law or where we believe it is necessary to protect our legal rights and interests, or the legal rights or interests of others, we use information about you in connection with legal claims, compliance, regulatory, and audit functions, and disclosures in connection with the acquisition, merger or sale of a business.

Legal

Featured customer stories to promote the Services, with your permission.

To aggregate or de-identify data: We may aggregate or de-identify your information collected through the Services so it can no longer be re-identified by us or another party. We may use and disclose aggregated or de-identified data for a number of purposes, including to develop and improve our Services and to conduct marketing and promotional activities. To the extent we aggregate any data originally based on personal information, we maintain and use such data in de-identified form and will not attempt to re-identify the data.

How we disclose information

We make collaboration tools, and we want them to work well for you. This means disclosing information through the Services and to certain third parties. We disclose information we collect in the ways discussed below.

Disclosing to third parties

We disclose information to third parties that help us operate, provide, improve, integrate, customize, support, and market our Services. All the above categories exclude text messaging originator opt-in data and consent. This information will not be shared with any third parties, excluding aggregators and providers of the text messaging services.

Service Providers: We work with third-party service providers to provide website and application development, hosting, maintenance, backup, storage, virtual infrastructure, payment processing, analysis, marketing, and other services for us, which may require them to access or use information about you. If a service provider needs to access information about you to perform services on our behalf, they do so under close instruction from us, including appropriate security and confidentiality procedures designed to protect your information.

Atlassian Partners: We work with a [global network of partners](#) who provide consulting, implementation, training and other services around our products. We may disclose your information to these third parties in connection with their services, such as to assist with billing and collections, to provide localized support, and to provide customizations. We

Legal

Third-Party Services: You, your administrator or other Service users may choose to add new functionality or change the behavior of the Services by installing or connecting third-party services. Doing so may give third-party services access to your account and information about you, like your name and email address. When you intentionally interact with such third-party services, we may disclose certain information to those third parties or receive information from those third parties, consistent with your privacy settings on the third-party service. If you purchase or install a third-party service using Atlassian Marketplace, we will also disclose Order information to the third party in accordance with the [Atlassian Marketplace Terms of Use](#). Third-party service policies and procedures are not controlled by us, and this privacy policy does not cover how third-party services use your information. We encourage you to review the privacy policies of third parties before connecting to or using their applications or services to learn more about their privacy and information handling practices. If you object to information about you being disclosed to these third parties, please do not install or connect the third-party service.

Links to Third-Party Sites: The Services may include links that direct you to other websites or services whose privacy practices may differ from ours. If you submit information to any of those third-party sites, your information is governed by their privacy policies. We encourage you to carefully read the privacy policy of any website you visit.

Third-Party Widgets: Some of our services contain widgets and social media features, such as the Twitter "tweet" button or Facebook "like" button. These widgets and features may collect your IP address, which page you are visiting on the Services, and may set a cookie to enable the feature to function properly. Widgets and social media features are either hosted by a third-party or hosted directly on our Services. You should always check the privacy settings and notices in these third-party services to understand how those third-parties may use your information.

With your consent: We may also disclose information about you to third parties when you give us consent to do so. For example, we often display personal testimonials of satisfied customers on our public websites. With your consent, we may post your name alongside the testimonial.

Compliance with Enforcement Requests and Applicable Laws; Enforcement of Our Terms and Policies; Enforcement of Our Rights: We may disclose information about you to

Legal

enforceable governmental request, or legal obligation, (b) enforce the terms of our agreements and our policies, (c) protect the security or integrity of our products and services, (d) protect Atlassian, our customers or the public from harm or illegal activities, or (e) respond to an emergency which we believe in good faith requires us to disclose information to assist in preventing the death or serious bodily injury of any person. For more information on how we respond to government requests, see our [Guidelines for Law Enforcement](#) and our [Transparency Report](#).

Disclosing to affiliated companies

We disclose information we collect to affiliated companies and, in some cases, to prospective affiliates. Affiliated companies are companies owned or operated by us. The protections of this privacy policy apply to the information we disclose in these circumstances.

Atlassian companies: We disclose information to other Atlassian corporate affiliates in order to operate, maintain, and improve the Services, and to offer you other Atlassian affiliated services. This includes companies that own or operate the Services.

Business Transfers: We may disclose or transfer information we collect under this privacy policy in connection with any merger, sale of company assets, financing, reorganization, dissolution, or acquisition of all or a portion of our business to another company. You will be notified via email and/or a prominent notice on the Services if a transaction takes place, as well as any choices you may have regarding your information.

Disclosing to other Service users

When you use the Services, we disclose certain information about you to other Service users.

Managed accounts and administrators: If you register or access the Services using an email address with a domain that is owned by your employer or organization, or associate that email address with your existing account, and such organization wishes to establish an account or site, certain information about you, including your name, profile picture, contact info, content and past use of your account may become accessible to that organization's administrator and other Service users sharing the same domain. If you are an administrator for a particular site or group of users within the Services, we may

Legal

Community Forums: Our websites offer publicly accessible blogs, forums, issue trackers, and wikis (e.g., [Atlassian Community](#), [Atlassian Developer Community](#), [Trello Community](#), and [Trello Inspiration](#)). You should be aware that any information you provide on these websites - including profile information associated with the account you use to post the information - may be read, collected, and used by any member of the public who accesses these websites. Your posts and certain profile information may remain even after you terminate your account. We urge you to consider the sensitivity of any information you input into these Services. To request removal of your information from publicly accessible websites operated by us, please contact us as provided below. In some cases, we may not be able to remove your information, in which case we will let you know if we are unable to and why.

How we store and secure information

We use industry standard technical and organizational measures to secure the information we store. For more information on where and how we store your information, please see the [Atlassian Trust Center](#).

While we implement safeguards designed to protect your information, no security system is impenetrable and due to the inherent nature of the Internet, we cannot guarantee that information, during transmission through the Internet or while stored on our systems or otherwise in our care, is absolutely safe from intrusion by others.

How long we keep information

How long we keep information we collect about you depends on the type of information, the purposes for which it was collected, applicable legal or regulatory requirements, and user expectations and preferences. After such time, we will either delete or de-identify your information or, if this is not possible (for example, because the information has been stored in backup archives), then we will securely store your information and isolate it from any further use until deletion is possible.

Account information: We retain your account information for as long as your account is active and a reasonable period thereafter in case you decide to re-activate the Services. We also retain some of your information as necessary to comply with our legal

Legal

information to develop and improve our services, we take steps to de-identify the information.

Information you share on the Services: If your account is deactivated or disabled, some of your information and the content you have provided will remain in order to allow your team members or other users to make full use of the Services. For example, we continue to display messages you sent to the users that received them and continue to display content you provided.

Managed accounts: If the Services are made available to you through an organization (e.g., your employer), we retain your information as long as required by the administrator of your account. For more information, see "Managed accounts and administrators" at the ["How we disclose information"](#) section.

Marketing information: If you have elected to receive marketing emails from us, we retain information about your marketing preferences for a reasonable period of time from the date you last expressed interest in our Services, such as when you last opened an email from us or ceased using your Atlassian account. We retain information derived from cookies and other tracking technologies for a reasonable period of time from the date such information was created.

How to access and control your information

Your Rights:

Where applicable under local law, you may have certain rights with respect to your personal information. For more information about region-specific rights for residents of the European Economic Area, United Kingdom, and the United States, please refer to the ["Regional disclosures"](#) section.

Depending on which jurisdiction you live in, you may have the right to request information about our processing of your information, to request a copy of your information, to object to our use of your information (including for marketing purposes), to request the deletion or restriction of your information, to request your information in a structured, electronic format, to request to correct or update your information, to request that we transfer your

Legal

In the “[Your choices](#)” section, we describe the tools and processes for making different requests associated with these rights. You can exercise some of the choices by logging into the Services and using settings available within the Services or your account. For all other requests, you may contact us as provided in the “[How to contact us](#)” section.

Your requests and choices may be limited in certain cases: for example, if fulfilling your request would reveal information about another person, or if you ask to delete information which we are required or permitted by law to retain. Where you have asked us to disclose data to third parties, for example, by installing third-party apps, you will need to contact those third-party service providers directly to have your information deleted or otherwise restricted. If you have unresolved concerns, you may have the right to complain to a data protection authority in the country where you live, where you work, or where you feel your rights were infringed.

Your Choices:

You have certain choices available to you when it comes to your information. Below is a summary of those choices, how to exercise them and any limitations:

Access and update your information: Our Services give you the ability to access and update certain information about you from within the Service. For example, you can access your profile information from your account and update your profile information within your profile settings (see [here](#) for instructions on how to do this). You can also make a request to access information that Atlassian holds in relation to your account [here](#). If you don't have an Atlassian account, you can make a request to access your information [here](#).

Delete your information, including your account: Our Services give you the ability to delete certain information about you from within the Services. For example, you can remove certain profile information within your profile settings (see [here](#) for instructions on how to do this). If you would like to delete your Atlassian account, see [here](#) for more information. If you don't have an Atlassian account, you can make a request to delete your information [here](#). Please note, however, that we may need to retain certain information for record keeping purposes, to complete transactions, or to comply with our legal obligations.

Legal

don't have the appropriate rights to do so. For example, if you believe a Services account was created for you without your permission, or you are no longer an active user, you can request that we delete your account as provided in this privacy policy. Where you gave us consent to use your information for a limited purpose, you can contact us to withdraw that consent, but this will not affect any processing that has already taken place at the time. If you object to information about you being disclosed to a third-party service, please disable the service.

Opt out of communications: You may opt out of receiving promotional communications from us by using the unsubscribe link within each email, updating your email preferences within your Service account settings menu, or by contacting us as provided below to have your contact information removed from our promotional email list or registration database. Even after you opt out from receiving promotional messages from us, you will continue to receive transactional messages from us regarding our Services. Please note, you will continue to receive generic ads.

Opt out of targeted advertising: Where applicable under local law, you may have the right to opt out of targeted advertising by clicking "Manage Preferences" and following the instructions. Where required, we also honor requests to opt out submitted via privacy preference signals recognized under applicable law, such as the Global Privacy Control ("GPC"). For more information on the GPC and how to use a browser or browser extension incorporating the GPC signal, see [Global Privacy Control – Take Control Of Your Privacy](#). Relevant browser-based cookie controls are described in our [Cookies & Tracking Notice](#).

You may also be able to opt out of receiving personalized advertisements from other companies who are members of the Network Advertising Initiative or who subscribe to the Digital Advertising Alliance's Self-Regulatory Principles for Online Behavioral Advertising. For more information about this practice and to understand your options, please visit: <http://www.aboutads.info>, <http://optout.networkadvertising.org/> and <http://www.youronlinechoices.eu>.

Data portability: Data portability is the ability to obtain some of your information in a format you can move from one service provider to another (for instance, when you transfer your mobile phone number to another carrier). Depending on the context, this applies to some of your information, but not to all of your information. Should you request it, we will

Legal

Our policy towards children

Our Services are not intended for use by anyone under the age of 16. If we become aware that a child under 16 has provided us with personal information, we will take steps to delete such information.

Regional disclosures

Depending on where you live, you may have specific privacy rights that apply to you. The following privacy representations and disclosures are intended to supplement the main privacy policy and provide additional information about those rights and other information relevant to data subjects located in the following jurisdictions.

- For data subjects located in the European Economic Area or the United Kingdom, please refer to the European Economic Area and United Kingdom privacy disclosures below.
- For residents of the United States, please refer to the U.S. State privacy disclosures below.

European Economic Area and United Kingdom privacy disclosures

If you are an individual in the European Economic Area (EEA) or United Kingdom (UK), we collect and process information about you only where we have legal bases for doing so under applicable data protection laws. The legal bases depend on the Services you use and how you use them. This means we collect and use your information only where:

- We need it to provide you the Services and personalise your experience, provide customer support and to maintain Service safety and security;
- It satisfies a legitimate interest (which is not overridden by your data protection interests), such as to develop and improve our Services, to conduct marketing and promotional activities and to protect our legal rights and interests;
- You give us consent to do so for a specific purpose; or
- We need to process your data to comply with a legal obligation.

Legal

already taken place. Where we are using your information because we have a legitimate interest to do so, you have the right to object to that use, though, in some cases, this may mean no longer using the Services.

The following chart identifies the applicable legal basis for each processing purpose:

Purpose (see the How we use information section for more detail)
Legal basis
<ul style="list-style-type: none">• To provide the Services and personalize your experience;• To develop and improve the Services, including machine learning and artificial intelligence model training;• To communicate with you about the Services;• To conduct marketing and promotional activities;• To provide customer support;• Verify your account credentials as needed to log you into the Services and help safeguard your account’s security;• Protect our rights, privacy, safety, or property, and/or that of our affiliated companies, you, or other parties, including to enforce this privacy policy and any other agreements or policies;• Detect and prevent fraud, illegal activity, or violations of the terms of our agreements and our Service policies, and to maintain the security of our IT systems, architecture, assets, customers, and networks; and• Aggregate or de-identify data.
Legitimate interests (Article 6(1)(f) GDPR)

Legal

- To develop and improve the Services;
- Communicate with you about changes to our terms, conditions, or policies; or to respond to your inquiries, comments, feedback, or questions;
- Verify your account credentials as needed to log you into the Services and help safeguard your account's security;
- Process payments;
- Detect and prevent fraud, illegal activity, or violations of Service policies, and to maintain the security of our IT systems, architecture, assets, customers, and networks; and
- Protect our rights, privacy, safety, or property, and/or that of our affiliated companies, you, or other parties, including to enforce this privacy policy and any other agreements or policies.

Contractual necessity (Article 6(1)(b) GDPR)

- To develop and improve the Services;
- Publish testimonials or featured customer stories; and
- To conduct marketing and promotional activities (where you have provided consent to receive such marketing or promotions).

Consent (where legally required) (Article
6(1)(a) GDPR)

- To maintain Service safety and security;
- Detect and prevent fraud, illegal activity, or violations of the terms of our agreements and our Service policies;
- Authenticate account credentials, as necessary to log you into the Services and help protect the security of your account; and

Legal

parties, including to enforce this privacy policy and any other agreements or policies.

Compliance with a legal obligation (Article 6(1)(c) GDPR)

Where applicable under local law and subject to applicable exceptions, you have the following rights regarding your personal information:

- To request access to and/or a copy of certain information we hold about you (including in a portable and/or machine-readable format);
- To object to how we process your personal information;
- To update or correct your personal information;
- To request that we delete certain personal information we hold about you;
- To restrict how we process certain personal information about you;
- To request that we transfer your information to a third-party provider of services;
- To withdraw your consent at any time (where you have provided consent for the processing of your personal information); and
- To lodge a complaint with the relevant supervisory authority.

If you have a complaint or concern about your personal information, we encourage you to contact us first, and we will do our best to resolve your concern. You can submit inquiries to the appropriate representative here:

EU Representative:
Atlassian B.V.
c/o Atlassian, Inc.
350 Bush Street, Floor 13
San Francisco, CA 94104
E-Mail: eudatarep@atlassian.com

Legal

U.K. REPRESENTATIVE

Exchange House

Primrose Street

London EC2A 2EG

United Kingdom

E-Mail: ukrepresentative@atlassian.com

International transfers: We collect information globally and may transfer, process, and store your information outside of your country of residence, to wherever we or our third-party service providers operate for the purpose of providing you the Services. Whenever we transfer your information, we take steps to protect it.

International transfers within the Atlassian Companies: To facilitate our global operations, we transfer information globally and allow access to that information from countries in which the Atlassian owned or operated companies have operations for the purposes described in this privacy policy. These countries may not have equivalent privacy and data protection laws to the laws of your country. When we disclose information about you within and among Atlassian corporate affiliates, we make use of the Data Privacy Framework to receive personal data transfers from the European Union/European Economic Area to the U.S. (see the “Data Privacy Framework notice” section below), and the standard contractual data protection clauses (see [here](#)), which have been approved by the European Commission, to safeguard the transfer of information we collect from the European Economic Area, the United Kingdom (the "UK"), and Switzerland. Refer to [this page](#) for a list of countries to which we regularly transfer personal data.

Data Privacy Framework notice: On July 10, 2023, the European Commission’s adequacy decision for the EU-U.S. Data Privacy Framework (EU-U.S. DPF) entered into force.

Atlassian, Inc. and its U.S. subsidiaries (Atlassian Network Service, Inc., Dogwood Labs, Inc., AgileCraft LLC, Halp, Inc., Loom, Inc., Opsgenie, Inc., and Trello, Inc.) adhere to the Data Privacy Framework Principles regarding the collection, use, and retention of personal data that is transferred from the European Union and Switzerland to the U.S.

Atlassian complies with the EU-U.S. Data Privacy Framework (EU-U.S. DPF), the UK Extension to the EU-U.S. DPF and the Swiss-U.S. Data Privacy Framework (Swiss-U.S. DPF) as set forth by the U.S. Department of Commerce. Atlassian has certified to the U.S.

Legal

European Union in reliance on the EU-U.S. DPF and from the United Kingdom (and Gibraltar) in reliance on the UK Extension to the EU-U.S. DPF. Atlassian has certified to the U.S. Department of Commerce that it adheres to the Swiss-U.S. Data Privacy Framework Principles (Swiss-U.S. DPF Principles) with regard to the processing of personal data received from Switzerland in reliance on the Swiss-U.S. DPF. If there is any conflict between the terms in this policy and the EU-U.S. DPF Principles and/or the Swiss-U.S. DPF Principles, the Principles shall govern. To learn more about the Data Privacy Framework (DPF) program, and to view our certification, please visit <https://www.dataprivacyframework.gov/>.

In compliance with the EU-U.S. DPF, the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. DPF, Atlassian commits to refer unresolved complaints concerning our handling of personal data received in reliance on the EU-U.S. DPF, the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. DPF to TRUSTe, an alternative dispute resolution provider based in the United States. If you do not receive timely acknowledgment of your DPF Principles-related complaint from us, or if we have not addressed your DPF Principles-related complaint to your satisfaction, please visit [Submit a Report - Watchdog](#) for more information or to file a complaint. These dispute resolution services are provided at no cost to you.

The Federal Trade Commission has jurisdiction over Atlassian's compliance with the EU-U.S. DPF, the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. DPF.

For complaints regarding EU-U.S. DPF, the UK Extension to the EU-U.S. DPF, and Swiss-U.S. DPF compliance not resolved by any of the other DPF mechanisms, you have the possibility, under certain conditions, to invoke binding arbitration. Further information can be found on the official DPF website: [Data Privacy Framework](#).

In certain situations, Atlassian may be required to disclose personal data in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

In the context of onward transfers, Atlassian is accountable for the processing of personal data it receives, under the EU-U.S. DPF, the UK Extension to the EU-U.S. DPF, and Swiss-U.S. DPF and subsequently transfers to a third party acting as an agent on its behalf. Atlassian remains liable under the EU-U.S. DPF Principles, and the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. DPF Principles if the Atlassian's agent processes personal information

Legal

responsible for the event giving rise to damage.

U.S. State privacy disclosures

The disclosures in this section apply only to U.S. residents and are intended to supplement this privacy policy with information required by applicable U.S. state laws.

The table below describes the categories of personal information we collected in the past 12 months, the purposes for which we collect and disclose this information, the categories of recipients of disclosures made for business purposes in the past 12 months, and the categories of recipients of disclosures made in the past 12 months that may be considered “sales” of personal information or “sharing” of personal information for cross-context behavioral advertising under U.S. state laws.

Category of Information
Purpose(s) for Collecting & Disclosing
Recipients of Disclosures for Business Purposes
Recipients of “Sales” or “Sharing”

Identifiers, such as name, email address, unique identifiers associated with user or user account, IP Address
<ul style="list-style-type: none">• Operate, maintain, and improve the Services• Verify your account credential as needed to log you into the Services and help safeguard your account’s security• Service access controls• Process payments

Legal

- For safety and security
- Debugging
- Customer support

- Atlassian Companies
- Atlassian Partners
- Service Providers
- Third-Party Apps

Third Party Advertising Providers

Commercial information, such as purchase details, transaction records, billing information, billing address, payment card details

- Operate, maintain, and improve the Services;
- Process payments;
- Develop and improve our Services;
- Conduct marketing and promotional activities;
- For safety and security;
- Debugging;
- Customer support

- Atlassian Companies
- Atlassian Partners
- Service Providers

Legal

Internet or other electronic network activity information , such as information about your usage of the Services, pseudonymous IDs, clickstream data, device and connection information, browser information, crash data, referring/exit URLs, IP Address
<ul style="list-style-type: none">• Operate, maintain, and improve the Services
<ul style="list-style-type: none">• Atlassian Companies• Atlassian Partners• Event Sponsors• Service Providers
-NA-

Visual and audio information , such as your image, video and audio recording, with your permission
<ul style="list-style-type: none">• Operate, maintain, and improve the Services
<ul style="list-style-type: none">• Atlassian Companies• Atlassian Partners• Event Sponsors• Service Providers
-NA-

Legal

<ul style="list-style-type: none">• Operate, maintain, and improve the Services;• Conduct marketing and promotional activities;• Detecting security incidents;• Debugging;• Customer support
<ul style="list-style-type: none">• Atlassian Companies• Atlassian Partners• Service Providers
-NA-

Geolocation data , such as your approximate location, IP address, time zone
<ul style="list-style-type: none">• Operate, maintain, and improve the Services;• Conduct marketing and promotional activities;• Customer support
<ul style="list-style-type: none">• Atlassian Companies• Atlassian Partners• Service Providers
Third Party Advertising Providers

Legal

<ul style="list-style-type: none">• Operate, maintain, and improve the Services;• Conduct marketing and promotional activities
<ul style="list-style-type: none">• Atlassian Companies• Service Providers
Third Party Advertising Providers

Sensitive personal information , such as login credentials and passwords
<ul style="list-style-type: none">• Verify your account credentials as needed to log you into the Services and help safeguard your account’s security;• Service access controls
<ul style="list-style-type: none">• Atlassian Companies• Service Providers
-NA-

If you have questions about the categories of information we may collect about you or the sources of such information, please see the “[Information we collect](#)” section. For more details about our processing activities, please see the “[How we use information](#)” section. And for more information about how we may disclose information to third parties, please see the “[How we disclose information](#)” section.

Sensitive personal information: We do not use or disclose sensitive personal information for purposes other than permitted under applicable law.



Legal

requirements, and user expectations and preferences. After such time, we will either delete or de-identify your information or, if this is not possible (for example, because the information has been stored in backup archives), then we will securely store your information and isolate it from any further use until deletion is possible. Please see the “[How long we keep information](#)” section for more information about specific retention criteria for different categories of personal information.

Your rights: If you are a U.S. resident, you have the following rights regarding your personal information:

- To request information about our processing of your personal information;
- To request access to and/or a copy of certain information we hold about you (including in a portable and/or machine-readable format);
- To update or correct your personal information;
- To request that we delete certain personal information we hold about you, subject to certain exceptions;
- To opt out of the “sale” of personal information, the “sharing” of personal information or “targeted advertising” (as these terms are defined under applicable laws);
- The right not to be discriminated against for exercising your rights; and
- The right to appeal our decision to deny your request, if applicable.

For more information on how to exercise these your rights, please see the “[How to access and control your information](#)” section. We encourage you to manage your information, and to make use of the privacy controls we have included in our Services. In order to protect your information from unauthorized access or deletion, we may require you to provide additional information to verify your identity. If we cannot verify your identity, we may not be able to fulfill your request.

Opt out of “sales”, “sharing”, and “targeted advertising”: You may also opt out of “sales” of personal information to third parties, “sharing” of personal information for purposes of cross-context behavioral advertising, and “targeted advertising” by clicking [here](#) and following the instructions. Where required, we also honor requests to opt out submitted

Legal

extension incorporating the GPC signal, see

[Global Privacy Control – Take Control Of Your Privacy](#). We do not knowingly sell or share the personal information of consumers under 16 years of age.

Authorized agent: You may also authorize an agent to exercise your rights on your behalf. To do this, you must provide the authorized agent with written permission to exercise your rights on your behalf, and we may request a copy of this written permission from the agent when they make a request on your behalf. We may also ask you to verify your own identity or directly confirm with you that you have granted permission to the authorized agent.

Changes to our privacy policy

We may change this privacy policy from time to time. We will post any privacy policy changes on this page and, if the changes are significant, we will provide a more prominent notice by adding a notice on the Services homepages, login screens, or by sending you an email notification where you have [subscribed to receive legal updates](#). We also keep prior versions of this privacy policy in an archive [here](#). We encourage you to review our privacy policy whenever you use the Services to stay informed about our information practices and the ways you can help protect your privacy.

If you disagree with any changes to this privacy policy, you will need to stop using the Services and deactivate your account(s) and/or submit a request to delete your personal information, as outlined in the [“How to access and control your information”](#) section.

How to contact us

Your information is controlled by Atlassian Pty Ltd and Atlassian, Inc. If you have questions or concerns about how your information is handled, or if you wish to exercise your rights, please direct your inquiry to Atlassian Pty Ltd, which we have appointed to be responsible for facilitating such inquiries:

Atlassian Pty Ltd
c/o Atlassian, Inc.
350 Bush Street, Floor 13

Legal

Individuals in the European Economic Area or United Kingdom may also contact the appropriate representatives identified in the “[European Economic Area and United Kingdom privacy disclosures](#)” section.



Related content



Former Workplace Privacy Notice

[Learn more →](#)



Careers Privacy Notice

[Learn more →](#)

Legal

Demographic Survey Privacy Notice

[Learn more →](#)



Cookies & Tracking Notice

[Learn more →](#)

Stay informed

Subscribe to receive notifications from us about updates to our legal terms (including our legal policies) and our list of sub-processors.

[Sign up for updates](#)

Select Language ▼

Powered by  **Translate**



Legal

Events

Blogs

Investor Relations

Atlassian Foundation

Press kit

Contact us

PRODUCTS

Rovo

Jira

Jira Align

Jira Service Management

Confluence

Loom

Trello

Bitbucket

See all products →

RESOURCES

Technical support

Purchasing & licensing

Atlassian Community

Legal

My account

Create support ticket →

LEARN

Partners

Training & certification

Documentation

Developer resources

Enterprise services

See all resources →

Copyright © 2025 Atlassian

Privacy Policy Terms Impressum English ▼